POLICE COMMUNICATION SHIFT SUPERVISOR

JOB CODE 01800

Effective Date: 05/92

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to oversee, on an assigned shift, all Communications Bureau activities which includes the E911 system as the primary Public Safety Answering Point (PSAP) that receives and adjudicates the communities' calls for police, fire, and medical assistance; operations of the Computer Aided Dispatch (CAD); and the False Alarm sections. Instructions are received from the Bureau Commander on matter of policy and legal matters. A Shift Communication Supervisor must have the ability to analyze situations quickly and respond with appropriate action within bureau guidelines. Briefs the City Manager and Council members on exceptional incidents. The incumbent exercises considerable independent judgment and work is reviewed by the Bureau Commander.

ESSENTIAL FUNCTIONS:

- Supervises and monitors the activities of the 911 and Radio sections supervisors;
- Formulates and writes procedural changes;
- Investigates and responds to citizens' complaints;
- Prepares and submits bureau activity, productivity and personnel reports to Bureau Commander;
- Assists with the planning and preparation of bureau budget and control expenditures allotted;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of supervision and personnel administration.
- Police Radio Communications Systems.
- Computer Operations (CAD, CAPRI, ACIC, NCIC, E911 systems) teletype, telephone (rotary) operations.
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- Municipal finance, budgeting, and control.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Handle stressful citizen complaints appropriately with proper written investigation of the complaints.
- Comprehend and make inferences from material written in the English language.
- Produce written documents in English with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with the general public and other City employees.
- Communicate in English over the phone.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Appointments to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience supervising the activities of public safety dispatching operations plus three years of experience in using CAD public safety radio, and taping and alarm systems. Other combinations of experience and education that meet the minimum requirements may be substituted.